



Request for Proposals (RFP)

**CHILD SUPPORT ENFORCEMENT ADMINISTRATION
Maryland State Directory of New Hires
CSEA/SDNH/14-001-S**

**AMENDMENT NO. 2
June 10, 2013**

Dear Prospective Offerors:

This amendment is being issued to amend certain information in the above-named RFP. All information contained herein is binding on all Offerors who respond to this RFP. Specific parts of the RFP have been amended. The changes are listed below. New language has been double underlined and marked in **bold (i.e. word)**, and language that has been deleted has been marked with a strikethrough (i.e. ~~word~~).

1. Remove **Attachment A** (Maryland State Directory of New Hires) posted on May 23, 2013. Replace with **Attachment A** (Maryland State Directory of New Hires) dated June 10, 2013.
2. Remove **Attachment A-1** (Maryland State Directory of New Hires Monthly Invoice) posted on May 23, 2013. Replace with **Attachment A-1** (Maryland State Directory of New Hires Monthly Invoice) dated June 10, 2013.
3. Add **Attachment U-1** (Maryland New Hire Monthly Reporting Statistics- Cumulative Monthly Report Cover Sheet).
4. Revise **Section 1.2 Procurement Officer** as follows:

The sole point of contact in the State for purposes of this RFP is the Procurement Officer presented below:

Katharine M. Kamieniecki
Procurement Officer
Department of Human Resources
Procurement Division
311 W. Saratoga Street, Room 946
Baltimore, MD 21201-3500
(410)767-7044 (office)
(800) 925-4434(TTY)
(410) 333-0258 (fax)
Katharine.kamieniecki@maryland.gov

The State may change the Procurement Officer at any time by written notice to the Contractor.

5. Revise **Section 3.3.1 (A)** as follows:

At the Post-Award Conference (see Section 3.7) ~~On day one of the Contract (Transition-In period),~~ CSEA will provide the Contractor with an electronic version and a three-month supply of the **New Hires Employer Information Packets (NHEIP)**. This information packet contains **Maryland’s Employer Notification Letter (Attachment Q); Fact Sheet Maryland State Directory of New Hires (Attachment Q1); Maryland Annotated Code § 8-626.1 - Labor and Employment Article (Attachment Q2); SDNH Brochure (Attachment Q3); and the MD New Hire Reporting Form (Attachment Q4)**. (See Sections 3.4.2 (A)(11) and 3.4.6 (F) for future ordering and maintenance of the NHEIP.)

6. Revise **Section 3.3.1 (B)** as follows:

On the last day of the Transition-In Period, ~~On day one of the Contract (Transition-In Period),~~ CSEA will provide the Contractor with the three (3) local and national toll free telephone lines and fax numbers and Post Office (PO) Box to be maintained by the Contractor.

7. Revise **Section 3.3.1 (C)** as follows:

On the last day of the Transition-In Period, ~~On day one of the Contract (Transition-In Period),~~ CSEA will provide the Contractor with access to the PO Box for retrieval of incoming correspondence and data submissions to the MSDNH.

Note: ~~The incumbent will also have access to the PO Box through the end of the Transition-In Period (See Section 3.4.6 (E)).~~

8. Revise **Section 3.4 Contractor Minimum Requirements** as follows:

The Contractor shall possess a minimum of three (3) years previous experience and knowledge of databases; **such as** SQL, Oracle and/or Unix operating commands; utilizing at minimum Dbase IV database tables; providing data collection and data maintenance; and possess knowledge of local, State and/or federal child support regulations.

9. Revise **Section 3.4.2 (A)(1)** as follows:

Provide MSDNH services Monday through Friday between the hours of 8:00 A.M. through 5:00 P.M. The Contractor shall provide a list of its annual holidays and dates its business operations will be closed. **The Contractor’s facility must be located in Maryland, no more than thirty (30) miles from the DHR headquarters at 311 W. Saratoga St., Baltimore, MD, 21201.**

10. Revise **Section 3.4.6 (G) Help Desk Hotline** as follows:

The Contractor shall ensure that the local, national, facsimile numbers and the P.O. Box are fully operational **on the last day of the Transition-In period,** ~~on day one of the Contract.~~

11. Revise **Section 3.5 Deliverables and Acceptance Criteria** as follows:

The following deliverables shall be submitted to the State Project Manager, Ms. Vashti Green, Maryland State Directory of New Hires, Maryland Department of Human Resources, Child Support Enforcement Administration, 311 West Saratoga Street, 3rd Floor, Baltimore, Maryland 21201. Prior to use, the Contractor shall obtain the approval of the State Project Manager for deliverables formats where no sample deliverables has been provided.

Note: Any deliverables produced shall be produced in a version of software that is compatible with DHR’s version. For example Microsoft Office 2003 - MS Word, PowerPoint, Excel, Adobe version 7 (see Exhibit 2).

ID #	Deliverable Description	Acceptance Criteria	Due Date / Frequency
3.5.1	Maryland State Directory of New Hires- Monthly Invoice	MS Excel file in compliance with Attachment A-1. The deliverable shall meet the requirements of Section 2.24	Due: <i>By the 15th of each month for services provided in the previous month.</i>
3.5.2	Corrective Action Plan (CAP)	Formal letter responding to CAP Request as requested by the State Project Manager, to ensure steps are taken to correct the shortfall of the requirement, and provide preventive methods for a future repetitive action. (Section 3.4.2 (A)(24))	Due: <i>Within five (5) business days or as requested or required by the State Project Manager.</i>
3.5.3	Database Adjustments Report	MS Word document that meets requirements of Section 3.4.2 (A)(12). The report shall contain at a minimum: <ul style="list-style-type: none"> • details of all activity related to the required adjustments, • implementation timelines and • a work plan 	Due: <i>Thirty (30) calendar days after notice of Contract award, and within 30 calendar days of notification of changes in federal or State requirements until the Contract expires.</i>
3.5.4	Updated NHEIP	Package inclusive of: Welcome Notice, Brochure, MD Reporting Requirements. The deliverables shall meet the requirement of Section 3.4.2 (A)(13) and 3.4.6 (F).	Due: <i>At Transition-In due within five (5) business days after the Contract start date and within ten (10) days after implementation of any new law, change or request from the State Project Manager.</i>
3.5.5	Maryland New Hire Monthly Reporting Statistics	MS Excel file in compliance with Attachment U, U-1. The deliverables shall meet the requirement of Section 3.4.2 (A)(14).	Due: <i>The first report is due 60 days after the Contract start date. Subsequent reports are to be submitted with the Maryland State Directory of New Hires-Monthly Invoice, for the previous reporting month</i>

ID #	Deliverable Description	Acceptance Criteria	Due Date / Frequency
3.5.6	Annual Report	10 hard copies and one CD of Annual Report (Attachment V). The deliverable shall meet the requirement of Section 3.4.2 (A)(15).	Due: <i>By the 1st of April each year - 10 hard copies and one CD</i>
3.5.7	Rejected Mail Notices	MS Excel file. The deliverable shall meet the requirement of Section 3.4.2 (A)(16).	Due: <i>By the 15th of each month for the previous month's activity.</i>
3.5.8	Non-Compliant Employers Report	MS Excel file in compliance with Attachment O. The deliverable shall meet the requirement of Section 3.4.2 (A)(17)(a).	Due: <i>Quarterly from the date of the NTP.</i>
3.5.9	Employees Not Reported by Employer Report	MS Excel File in compliance with Attachment O-1. The deliverable shall meet the requirement of Section 3.4.2 (A)(17)(b).	Due: <i>Quarterly from date of the NTP.</i>
3.5.10	Warning Notices	MS Word Letter in compliance with Attachment R. The deliverable shall meet the requirements of Section 3.4.2 (A)(17)(c).	Due: <i>Within 10 business days of receipt of the quarterly Federal EPP Report, send warning notices to potentially non-compliant employers.</i>
3.5.11	Repeat Employer Offenders	MS Excel File in compliance with Attachment R and Attachment U. The deliverable shall meet the requirements of Section 3.4.2 (A)(17)(d).	Due: <i>By the 15th of each month following the month that the incident of non-compliance occurred.</i>
3.5.12	Potential Employers for Penalty Assessment	MS Excel File in compliance with Attachment R and Attachment U. The deliverable shall meet the requirements of Section 3.4.2 (A)(17)(c).	Due: <i>Within 20 business days of receipt of the quarterly Federal EPP report</i>
3.5.13	Penalty Assessment Notice Mailing	MS Word Letter in compliance with Attachment Z. The deliverable shall meet the requirements of Section 3.4.2 (A)(18)(a) and Section 3.4.2 (A)(18)(c).	Due: <i>Within 25 business days of receipt of the quarterly Federal EPP report.</i>
3.5.14	Electronic Data File Transfer via DHR FTP Server	Electronic Data File in compliance with Attachment S. The deliverable shall meet the requirements of Section 3.4.2 (A)(19)(a)	Due: <i>Every business day, forward all newly entered records of the MSDNH Database to the DHR FTP Server.</i>
3.5.15	Electronic Data File Transfer via DHR FTP – for forwarding to DLLR	The deliverable shall meet the requirement of Section 3.4.2 (A)(19)(b)	Due: <i>Twice weekly, for the purposes of forwarding to DLLR, an electronic copy of the report of new hires in the</i>

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			<i>format to be agreed upon after the award.</i>
3.5.16	Electronic Data File Transfer via DHR FTP - for forwarding to OCSE	Electronic Data File in compliance with Attachment T. The deliverable shall meet the requirement of Section 3.4.2 (A)(19)(c)	Due: <i>Every business day, an electronic copy of the report of new hires for forwarding to the OCSE.</i>
3.5.17	Help Desk Hotline Activities	MS Excel File in compliance with Attachment U. The deliverable shall meet the requirement of Section 3.4.2 (A)(20)(c).	Due: <i>By the 15th of every month.</i>
3.5.18	Inquiry Correspondence	Correspondence of Inquiries for disclosure of information or inquiries the Contractor is unable to address. The deliverable shall meet the requirement of Section 3.4.2 (A)(21)(b)	Due: <i>As needed basis.</i>
3.5.19	Problem Escalation Procedure	MS Word Document. The deliverable shall meet the requirement of Section 3.4.2 (C)	Due: <i>10 days after the start of each Contract year (and within 10 days after any change in circumstance which changes the Procedure).</i>
3.5.20	Draft Disaster Recovery Plan (DRP)	MS Word Document. The deliverable shall meet the requirements of Section 3.4.3 (B)(12)	Due: <i>Within 30 days after the Contract start date.</i>
3.5.21	Final Disaster Recovery Plan (DRP)	MS Word Document. The deliverable shall meet the requirements of Section 3.4.3 (B)(12)	Due: <i>Within ninety (90) days after the receipt of the NTP.</i>
3.5.22	Initial Project Schedule	MS Word Document. The deliverable shall meet the requirements of Section 3.4.5 (A)	Due: <i>Within three (3) calendar days from the NTP, and updated on a weekly basis.</i>
3.5.23	Project Management Plan	MS Word Document. The deliverable shall meet the requirements of Section 3.4.5 (B)(1)	Due: <i>Within seven (7) calendar days from receipt of the NTP.</i>
3.5.24	Communications Plan	MS Word Document. The deliverable shall meet the requirements of Section 3.4.5 (B)(2)	Due: <i>Within seven (7) calendar days from receipt of the NTP.</i>
3.5.25	Cost Management Plan	MS Word Document. The deliverable shall meet the requirements of	Due: <i>Within seven (7) calendar days of receipt of the NTP.</i>

ID #	Deliverable Description	Acceptance Criteria	Due Date / Frequency
		Section 3.4.5 (B)(3)	
3.5.26	Quality Management Plan	MS Word Document. The deliverable shall meet the requirements of Section 3.4.5 (B)(4)	Due: <i>Within seven (7) calendar days of receipt of the NTP.</i>
3.5.27	Final Human Resource Management Plan	MS. Word Document. The deliverable shall meet the requirements of Section 3.4.5 (B)(5)	Due: <i>Within seven (7) days of receipt of the NTP.</i>
3.5.28	Weekly Status Report	MS Word Document. The deliverable shall meet the requirements of Section 3.4.5 (C).	Due: <i>On Monday of each week during the project implementation.</i>
3.5.29	Administrative and Operational Procedures Manual	MS Word Document and CD. The deliverable shall meet the requirements of Section 3.4.6 (H)	Due: <i>Draft Manual is due 15 calendar days after the contract start date. The final Manual is due within 15 days after approval of the draft.</i>
3.5.30	Transition In Plan	MS Project document. The deliverable shall meet the requirements of Section 3.4.6 (A), (B), (C), (D), and (E)	Due: <i>Within fifteen (15) calendar days after Contract start date.</i>
3.5.31 <u>3.5.30</u>	Transition-In Implementation Report	MS Document in compliance with Attachment W. The deliverable shall meet the requirements of Section 3.4.6 (I)	Due: <i>During the Transition-In Period, by noon Friday, on a weekly basis.</i>
3.5.32 <u>3.5.31</u>	End of Contract Transition-Out Plan and final turnover plan	MS Project and MS Word Document. The deliverables shall meet the requirement of Section 3.4.7 (B) and (H)	Due: <i>Six (6) months prior to the end of the Contract.</i>
3.5.33 <u>3.5.32</u>	Weekly Transition-Out Implementation Report	MS Word Document in compliance with Attachment X. The deliverable shall meet the requirement of Section 3.4.7 (N)	Due: <i>Weekly during the 90 Day Transition-Out period.</i>
3.5.34 <u>3.5.33</u>	Prime Contractor Unpaid MBE Invoice Report and the Subcontractor Payment Invoice Report	MS Word Document in compliance with Attachment J and Attachment K. The deliverables shall meet the requirement of Section 2.33(E)(1) and Section 2.33(E)(2)	Due: <i>By the 15th of the month following the report month. Copies of these forms are also to be submitted to the DHR MBE Liaison (address on forms).</i>
3.5.35 <u>3.5.34</u>	Current Certificates of Insurance	The deliverables shall meet the requirement of Section 2.35	Due: <i>At each Contract anniversary date including option periods, if exercised. Written notification of non-</i>

ID #	Deliverable Description	Acceptance Criteria	Due Date / Frequency
			<p><i>renewal and/or cancellation from the issuer of the insurance policies is due at least forty-five days before the expiration of said policies. In the event the State receives a notice of non-renewal and/or cancellation, an insurance policy from another carrier is due at least thirty days prior to the expiration of the non-renewed insurance policy.</i></p>
<p>3.5.36 <u>3.5.35</u></p>	<p>Quarterly Report of Economic Benefits Attained</p>	<p>The deliverable shall meet the requirements of Section 4.2 (I)</p>	<p>Due: <i>By the 15th of the month following the end of the report quarter. The quarterly report shall be submitted until all proposed economic benefits are attained. The report shall include the Contractor's name, contract number, report quarter / year, and identify the economic benefits committed to this project as stated in the Contractor's Proposal for the report year and the economic benefits attained during the report quarter. The report shall be signed and dated by the Contractor's Project Manager.</i></p>
<p>3.5.37 <u>3.5.36</u></p>	<p>Annual Outreach Plan</p>	<p>Annual Outreach Plan (AOP). The deliverable shall meet the requirements of Section 3.4.2 (A)(22)(b)</p>	<p>Due: <i>Initially within 30 calendar days of NTP, then on January 15th of each year of the Contract for the upcoming calendar year.</i></p>

Failure to submit required deliverables within the timeframes identified may result in termination of any Contract awarded through this RFP or reduction/withholding of

Contract payment as identified in the Payment Terms/Billing Section of this RFP. Final invoice payment is contingent upon receipt of all deliverables identified above.

Should you require clarification of the information provided in this Amendment, please contact me by email at katharine.kamieniecki@maryland.gov or by phone at 410-767-7044.

By:
Katharine M. Kamieniecki
Procurement Officer

Issued: June 10, 2013